Troubleshooting

TradeTracker for Magento 2

Common issues and solutions for the TradeTracker Feed & Pixel extension.

Quick Diagnostics

1. Check module is enabled in both General and Product Feed sections
2. Clear Magento cache
3. Verify Campaign ID and Product ID are correct
4. Check feed generation in TradeTracker - Feeds section
5. Check logs: `var/log/`

Pixel Issues

Conversions Not Tracking

Symptoms:

- Orders not appearing in TradeTracker dashboard
- No conversions recorded

Solutions:

1. **Check pixel is enabled:**
   - Go to TradeTracker → General → Conversion Pixel
   - Verify Enable = Yes
2. **Verify credentials:**
   - Check Campaign ID is correct
   - Check Product ID is correct
   - Log in to TradeTracker to verify values
3. **Check page source:**
   - Complete a test order
   - View source on success page
   - Search for TradeTracker tracking code
4. **Clear caches:**

- Full page cache
- Browser cache

Wrong Commission Amount

Symptoms:

- Conversions track but amounts are incorrect
- Currency mismatch

Solutions:

1. **Check currency settings:**
   - Verify currency matches TradeTracker expectations
   - Check "Overwrite Currency Code" setting
2. **Check order totals:**
   - Verify what's being sent (subtotal vs grand total)
   - Consult with TradeTracker account manager

DirectLinking Not Working

Symptoms:

- Affiliate links don't redirect properly
- Tracking parameters lost

Solutions:

1. **Check DirectLinking is enabled:**
   - Go to TradeTracker → General → DirectLinking
   - Verify Enable = Yes
2. **Verify URL Key:**
   - Check URL key matches what TradeTracker expects
   - Test the redirect URL manually
3. **Check for URL conflicts:**
   - Ensure no other extension uses the same URL key

- Check for CMS page conflicts

Feed Issues

Feed Not Generating

Symptoms:

- No feed file created
- Empty feed
- Generate button does nothing

Solutions:

1. **Check feed is enabled:**
   - Go to TradeTracker → Product Feed → General
   - Verify Enable = Yes for this store view
2. **Check cron:**
   - Verify Magento cron is running
   - Check cron_schedule table for tradetracker jobs
3. **Generate manually:**

```
bin/magento tradetracker:feed:generate
```

4. **Check logs:**
   - Review `var/log/` for errors
   - Look for memory or timeout issues

Feed Has Missing Products

Symptoms:

- Some products not in feed
- Product count lower than expected

Solutions:

1. **Check filters:**
    - Review Filter Options settings
    - Check visibility filter
    - Check category filter
    - Check stock filter
2. **Check product data:**
    - Product must be enabled
    - Product must have required attributes
    - Product must meet filter criteria
3. **Check product types:**
    - For configurable: check if simples or parents are exported
    - Verify Product Types settings match your needs

Feed Has Wrong Data

Symptoms:

- Wrong prices
- Wrong images
- Missing descriptions

Solutions:

1. **Check attribute mapping:**
    - Verify each field maps to correct Magento attribute
    - Check Name, Description, Brand, EAN mappings
2. **Check product type settings:**
    - Verify parent/simple fallback settings
    - Check "Use Parent Data" selections
3. **Regenerate feed:**
    - Clear cache
    - Generate new feed
    - Verify in TradeTracker - Feeds section

Feed URL Not Working

Symptoms:

- 404 error when accessing feed URL
- Feed URL returns empty

Solutions:

1. **Check feed was generated:**
   - Go to TradeTracker - Feeds section
   - Verify feed file exists
2. **Check file permissions:**
   - Feed files should be readable
   - Check `pub/media/` permissions
3. **Check web server config:**
   - XML files should be served correctly
   - No access restrictions on feed directory

Performance Issues

Feed Generation Slow

Solutions:

1. **Run during off-peak:**
   - Schedule cron for low-traffic hours
   - Generate manually when needed
2. **Check product count:**
   - Large catalogs take longer
   - Consider filtering to reduce products
3. **Check server resources:**
   - Increase PHP memory limit if needed

- Check for timeout issues

Common Error Messages

Error	Cause	Solution
Invalid Campaign ID	Wrong or missing Campaign ID	Verify in TradeTracker account
Invalid Product ID	Wrong or missing Product ID	Verify in TradeTracker account
Feed generation failed	Memory or timeout	Increase limits or reduce products
DirectLinking URL conflict	URL key already used	Change URL key
No products in feed	All products filtered	Review filter settings

Debug Mode

Enable Debug Logging

1. Go to TradeTracker → General → Debug
2. Enable Debug Mode
3. Reproduce the issue
4. Check logs in `var/log/`

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

When contacting support, provide:

- Magento version
- Module version
- Error messages from logs
- Screenshots of configuration

- Steps to reproduce

For a complete overview of features and configuration options, see the TradeTracker extension on magmodules.eu

All articles for TradeTracker

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	Feed Configuration
2	General Configuration
3	Quick Start Guide

Troubleshooting

1	**Troubleshooting (current)**

Background

1	Feed Requirements

